

Attorney Docket No. YOR920010334US1

THE UNITED STATES PATENT AND TRADEMARK OFFICE

Patent Application

Applicant(s): J.L. Hellerstein et al.  
Docket No.: YOR920010334US1  
Serial No.: 09/896,254  
Filing Date: June 29, 2001  
Group: 2164  
Examiner: Unassigned

"Express Mail" Label No. EL79351770945  
I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated below and is addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231.

Date of Deposit: **October 5, 2001**

Signature: 

Title: Automated Service Level Management  
in Financial Terms

TRANSMITTAL OF MISSING PARTS

Assistant Commissioner for Patents  
Washington, D.C. 20231  
Box Missing Parts

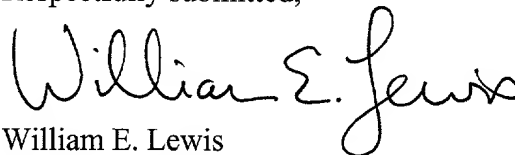
Sir:

In response to the Notice to File Missing Parts dated August 20, 2001, Applicants submit herewith the following documents to complete the above-referenced patent application:

- (1) Declaration and Power of Attorney;
- (2) Assignment with Recordation Form Cover Sheet;
- (3) Transmittal of Formal Drawings; and
- (4) Formal Drawings (6 sheets).

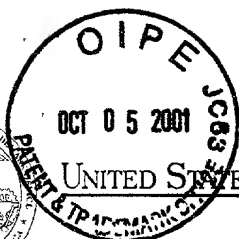
A copy of the Notice is enclosed herewith. Please charge **International Business Machines Corporation Deposit Account No. 50-0510** the amount of \$130, to cover the surcharge under 37 CFR §1.16(e). In the event of non-payment or improper payment of a required fee, the Commissioner is authorized to charge or to credit **International Business Machines Corporation Deposit Account No. 50-0510** as required to correct the error. A duplicate copy of this letter is enclosed.

Respectfully submitted,



Date: October 5, 2001

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APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/896,254	06/29/2001	Joseph L. Hellerstein	YOR920010334US1

CONFIRMATION NO. 9174

## FORMALITIES LETTER



\*OC00000006446140\*

RYAN, MASON & LEWIS, LLP  
90 Forest Avenue  
Locust Valley, NY 11560

Date Mailed: 08/20/2001

## NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

*Filing Date Granted*

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given **TWO MONTHS** from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is unsigned.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- The balance due by applicant is \$ 130.

The application is informal since it does not comply with the regulations for the reason(s) indicated below.

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
  - drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. ( 5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);

10/11/2001 NMDHAMM1 00000005 500510 09896254

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*A copy of this notice MUST be returned with the reply.*

Customer Service Center  
Initial Patent Examination Division (703) 308-1202

10/11/2001 10:50:01 AM

PART 2 - COPY TO BE RETURNED WITH RESPONSE

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